

Business Administration.

Level 3 Apprenticeship

As part of the programme, you will be expected to meet the Knowledge, Skills and Behaviours outcomes detailed below.

Your line manager will need to demonstrate how you will meet these outcomes during your programme, by completing a form during the application process.

Knowledge	Learning Outcomes
The organisation	Understand organisational purpose, activities, aims, values, vision for the future, resources and the way that the political and economic environment affects the organisation.
Value of your skills	Know organisational structure and demonstrate understanding of how your work benefits the organisation. Know how you fit within your team and recognise how your skills can help them to progress your career.
Stakeholders	Have a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaise with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engage and foster relationships with suppliers and partner organisations.
Relevant regulation	Understand laws and regulations that apply to your role including data protection, health and safety, compliance etc. Support the company in applying the regulations.
Policies	Understand the organisation's internal policies and key business policies relating to sector.
Business fundamentals	Understand the applicability of business principles such as managing change, business finances and project management.
Processes	Understand the organisation's processes, e.g. making payments or processing customer data. Is able to review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understand how to administer billing, process invoices and purchase orders.
External environment factors	Understand relevant external factors e.g. market forces, policy and regulatory changes, supply chain and the wider business impact. Where necessary understand the international/global market in which the employing organisation is placed.

Skills and Behaviours	Learning Outcomes
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produce accurate records and documents including: emails, letters, files, payments, reports and proposals. Make recommendations for improvements and present solutions to management. Draft correspondence, write reports and review others' work. Maintain records and files, handle confidential information in compliance with the organisation's procedures. Coach others in the processes required to complete these tasks.
Decision making	Exercise proactivity and good judgement. Make effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seek advice of more experienced team members when appropriate.
Interpersonal skills	Build and maintain positive relationships within your own team and across the organisation. Demonstrate ability to influence and challenge appropriately. Become a role model to peers and team members, developing coaching skills as you gain area knowledge.
Communication	Demonstrate good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrate agility and confidence in communications, carrying authority appropriately. Understand and apply social media solutions appropriately. Answer questions from inside and outside of the organisation, representing the organisation or department.
Quality	Complete tasks to a high standard. Demonstrate the necessary level of expertise required to complete tasks and applies yourself to continuously improve your work. Be able to review processes autonomously and make suggestions for improvements. Share administrative best-practice across the organisation e.g. coaches others to perform tasks correctly. Apply problem-solving skills to resolve challenging or complex complaints and act as a key point of contact for addressing issues.
Planning and organisation	Take responsibility for initiating and completing tasks, manage priorities and time in order to successfully meet deadlines. Positively manage the expectations of colleagues at all levels and set a positive example for others in the workplace. Make suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manage resources e.g. equipment or facilities. Organise meetings and events, takes minutes during meetings and creates action logs as appropriate. Take responsibility for logistics e.g. travel and accommodation.
Project Management	Use relevant project management principles and tools to scope, plan, monitor and report. Plan required resources to successfully deliver projects. Undertake and lead projects as and when required.
Professionalism	Behave in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adhere to the organisation's code of conduct for professional use of social media. Act as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Show exemplary qualities that are valued including integrity, reliability, self-motivation, being proactive and a positive attitude. Motivate others where responsibility is shared.
Managing performance	Take responsibility for your own work, accept feedback in a positive way, use initiative and show resilience. Also take responsibility for your own development, know when to ask questions to complete a task and inform your line manager when a task is complete. Perform thorough self-assessments of your work and comply with the organisation's procedures.
Adaptability	Be able to accept and deal with changing priorities related to both your own work and to the organisation.
Responsibility	Demonstrate taking responsibility for team performance and quality of projects delivered. Take a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Take initiative to develop own and others' skills and behaviours.